

## **MISSION STATEMENT**

The mission of the Employee Service Program is to provide the highest quality professional and confidential EAP assistance to state employees and their family members. The goals of the mission are to promote wellness and to prevent or resolve personal and organizational issues that may interfere with work productivity, home life or behavioral health.

## **VISION STATEMENT**

The Employee Service Program will be recognized as a model in fostering and encouraging managers and employees to be active participants in identifying and resolving problems that affect quality of work life. Improved work life is the focus of our efforts and the measure of our success.

## **VALUES STATEMENT**

1. We value our customers. We show concern for their needs by providing timely, accessible and confidential services in an empathic, non-judgmental, respectful and ethical manner.
2. We demonstrate balance between the needs of organizational customers and individual customers.
3. We seek strategic partnerships.
4. We take pride in providing quality work and continuously improving our competencies and services to meet customer needs.
5. We recognize and use preventative strategies that support effective outcomes.
6. We value, recognize, and respond to the diversity of our customers.
7. We work together to accomplish our organizational objectives.